



Department of Health
and Human Services

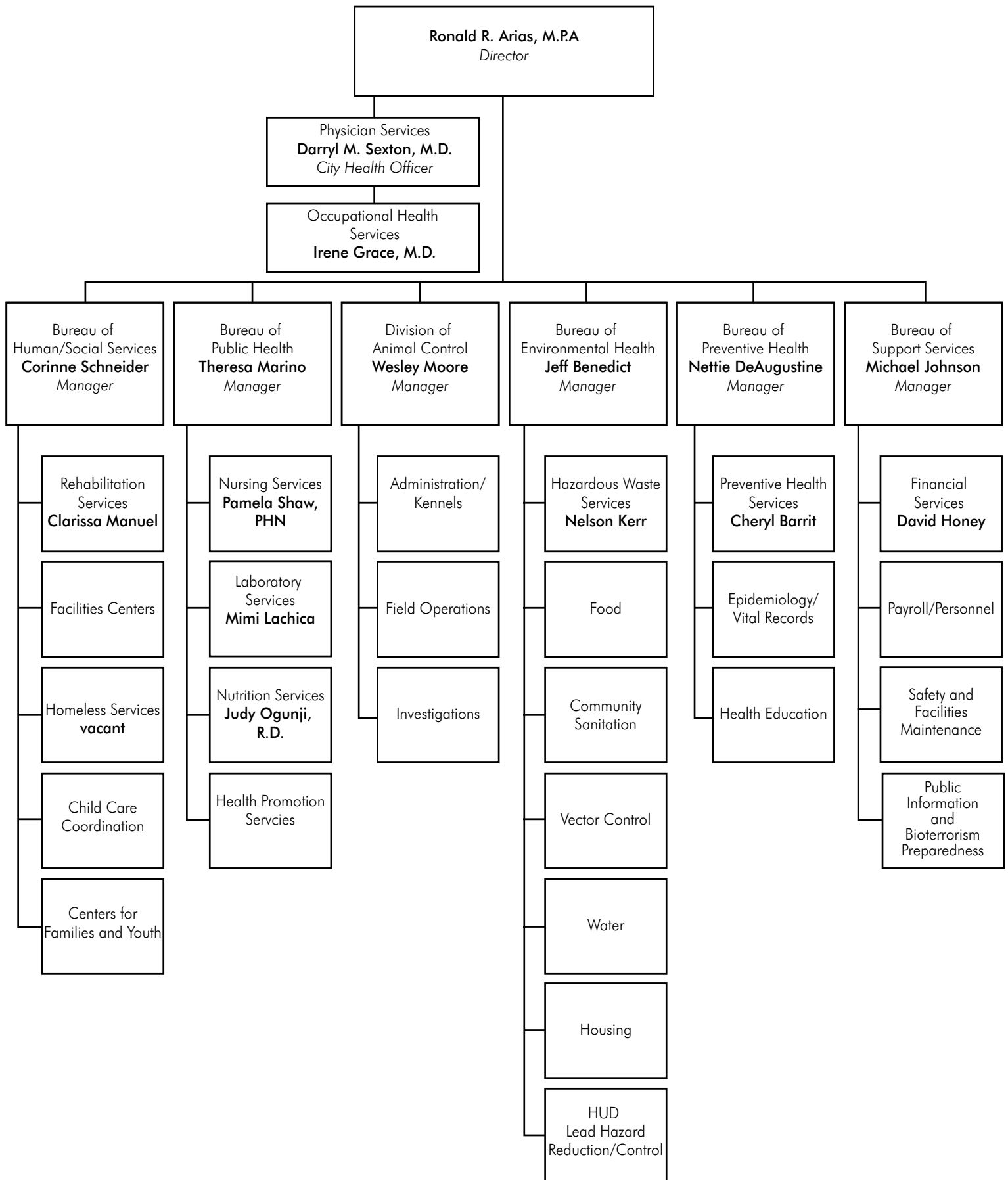
Department of Health and Human Services **OVERVIEW 2005-2006**

Mission: To improve the quality of life of the residents of Long Beach by addressing public health and human services needs, and ensuring that the conditions affecting the public's health provide a healthy environment in which to live, work and play.



Department of Health and Human Services

ORGANIZATIONAL CHART



The Department of Health and Human Services will be celebrating its 100th Anniversary in 2006. In this period of time, while much has changed, much has remained the same. Our primary concern continues to be the control communicable disease, improving birth outcomes for new mothers, as well as providing health education and immunizations to the public. The years have made public health a much more complex discipline. Living in a large urban environment, disease such as HIV/AIDS and tuberculosis, and human and social services issues make our services even more important in protecting the health of the entire community.

In the last two years, the Department has made significant strides. The opening of the Miller Family Health Education Center provides a forum for the city to address health concerns in a better way. Recent grant funding has allowed us to fortify our public health infrastructure, including our laboratory services. This helps us to detect and prevent diseases and generally improve the quality of life for all Long Beach residents.

I look forward to moving into the second century of public health services in Long Beach. I encourage you to do the same by engaging in activities that make you healthier and your community a healthier place to live, work and play.

Ronald R. Arias, M.P.A., Director
Department of Health and Human Services
City of Long Beach



DIRECTOR'S MESSAGE

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INTRODUCTION

Established in 1906, The City of Long Beach Department of Health and Human Services (Health Department) addresses the public health and human service needs in the city of Long Beach. Services focus on the promotion of wellness and the prevention of communicable disease. The Long Beach Health Department operates independently from the Los Angeles County Department of Health Services. The Long Beach Health Department is one of only three city-operated local health jurisdictions in California (Pasadena and Berkeley being the other two). Local provision of public health services allows the Health Department to tailor its programs to meet the specific public health and human service needs of the residents of the city of Long Beach.

Public health, when it is functioning properly, is largely invisible. Therefore, the understanding and support of the general public, the policy-makers and health care professionals is crucial to the success of public health activities. The mission of a local health department is to take leadership in assuring a healthy community. This is accomplished by promoting, protecting and preserving health through advocacy and organized community efforts. In Long Beach, the Health Department contributes to the health of the community by promoting prevention of disease and injury for all residents of the city.

DEPARTMENT PROFILE

As noted above, the City maintains its own municipally operated Health Department. Recognized as an independent local health jurisdiction within the State, the Health Department is responsible for all aspects of preventive and public health services, as well as human services and social programs within the city. Using a combination of local, state, and federal funds, in addition to various fees and third party payments, the Health Department supports an operating budget of over \$35 million annually. This funding provides the financial support to develop, operate, and maintain public health programs aimed at improving the quality of life and ensuring a healthy environment in the City of Long Beach. Currently, the Department employs over 400 staff members.



The Health Department is structured around five Bureaus (Public Health, Preventive Health, Environmental Health, Human and Social Services, and Support Services) and two Divisions (Physician Services and Animal Control). The Director is responsible for the overall administration of the Health Department. The City Health Officer has direct supervisory responsibility for physician services and statutory authority for ensuring compliance with the public health provisions of the Health and Safety Code.

Although the majority of services are available at the main health facility located at 2525 Grand Avenue, a variety of special services are also provided at other locations in Long Beach and through the Health Department's mobile testing vehicles. The Health Department provides over 400,000 patient/client visits annually. The operations at the North, Central and West Facilities Centers will be discussed within the section regarding the Bureau of Human and Social Services. The Women, Infant and Children (WIC) program has six sites within the City of Long Beach. Additionally, the department provides senior medical services, animal care and control services, tobacco education services and others at a variety of sites within the city. The DHHS has recently completed the Miller Family Health Education Center focusing on health, prevention and educational issues for the large multi-cultural population in the greater Long Beach area.

The City of Long Beach is located in southern Los Angeles County and is the fifth largest city in the State of California. According to the 2000 Census, the population for the City of Long Beach is 461,522, with an ethnic composition of 33.1% Caucasian, 35.8% Hispanic, 13.1% Asian/Pacific Islander, 14.5% Black or African American and less than .6% American Indian/Alaska Native/Other Race, 2 or more races 2.9%.

BOARD OF HEALTH AND HUMAN SERVICES

The Director of the Health Department provides staff support to the fifteen member Board of Health and Human Services. The Board serves as an advisory body to consult with and advise the Mayor and City Council, the City Manager and the Department on any matters relating to the following:

- Annual funding of social services to community-based organizations;
- Public health in the city, including the health of victims of crimes and health services related to prisoners of the city jail;
- Community health and safety issues concerning control and protection of all animals within the city; and
- General issues connected with administration of a public health department.

The Board may convene, when deemed necessary or advisable, hearings and investigations on matters pertaining to public health and social service affairs of the City, and to report any findings or recommendations to the Director, City Manager or Mayor and City Council.



The Bureau of Public Health provides wellness, prevention, education, and health care services to the community. Public Health services improve the quality of life of the residents of Long Beach by preventing morbidity from chronic diseases and communicable disease. Services include: maternal and child health, public health nursing field services, communicable disease control, health services for older adults, nutrition services, public health laboratory services, family and community health education programs, and health promotion and tobacco education services. The Bureau of Public Health plays a vital role in strategic planning, developing resources, and implementing citywide services for target populations. The Bureau also conducts annual public health events and information fairs throughout Long Beach.

PUBLIC HEALTH

NURSING SERVICES DIVISION

The following programs and clinics are managed and operated by the Nursing Services Division.

African-American Infant Health Program

The goal of this program is to reduce premature delivery and infant mortality in the African-American community by improving access to prenatal and pre-conceptual care, and providing social support, parenting classes, referral information, case management, and mental health services for African-American women who are pregnant or are parenting children under the age of 2 years. The African-American community is disproportionately affected by high rates of premature births and infant mortality, which has led to the development of this Maternal and Child Health funded program. Program staff works closely with staff of the Role of Men/Proud Fathers of the Hood program to coordinate services for African-American mothers and fathers.

Maternal and Child Health (MCH) Access and Outreach

This project is responsible for assessing and assuring that the health needs of the women and children in the community are met. The Maternal and Child Health (MCH) Director conducts community assessments and develops strategies to address identified needs. A Perinatal Services Coordinator provides outreach to the medical community to encourage participation in Comprehensive Perinatal Services Program (CPSP) to address the needs of pregnant Medi-Cal patients. The Health Department maintains a toll-free MCH referral line to link the community with resources for prenatal care, Child Health and Disability Prevention (CHDP) clinics, the Women, Infants and Children (WIC) Nutrition Program, California Children's Services, and Family

Planning Services. Clinic-based services are available to provide assistance with insurance applications and referrals to appropriate prenatal and other health care providers and services as needed. Case management is available to resolve problems related to eligibility for Medi-Cal and other health insurance programs/services for pregnant women and for children to ensure access to community and provider education and perinatal care services.

The Child Health and Disability Prevention (CHDP) "Gateway" Program

The CHDP "Gateway" program provides free services to low-income children and youth for the early detection and prevention of diseases and disabilities. It plays a significant role in school readiness, as all children entering first grade must have an exam. Through CHDP services, periodic preventive health screenings are provided that include: a health and developmental history; physical examination; nutritional, vision, dental and hearing assessments; immunizations and laboratory tests; appropriate health education; and when necessary, referral for further diagnosis and treatment.

The "Gateway" Program was established to provide for an electronic screening and enrollment process and a pre-enrollment process into immediately available temporary Medi-Cal coverage for up to 60 days for all eligible children. With this service, children requiring further diagnosis and treatment can be cared for promptly. Families will also be provided with the option to apply for continuing insurance coverage with the Healthy Families/Medi-Cal Program.

The CHDP “Gateway” Administration Program provides administrative oversight for the sixty CHDP “Gateway” Medical Care Providers within the City of Long Beach. Through Quality Assurance activities, the CHDP “Gateway” Administration Program provides: new provider recruitment and orientation; bi-annual recertification of the number of CHDP pediatric medical care providers.

Children in Foster Care Health Care Program

This program teams-up Health Department Public Health Nurses (PHNs) with Social Workers from Los Angeles County at the County’s Department of Children and Family Services to ensure that comprehensive services are provided for the children who are designated as out-of-home placements. The PHNs act as consultants to the County Social Workers. The PHNs are responsible for the development of the children’s health plans to ensure and document the availability of behavioral health services in a timely manner. The PHNs also develop quality assurance measures and provide training to the team. The PHNs may attend multi-disciplinary meetings, court hearings and interact with children, biological and foster parents, medical care providers and the County Social Workers on behalf of the children’s health needs.

Pediatric Immunization Program

The immunization program provides low or no cost immunizations, which are central to the Health Department’s public health campaign to ensure that all children have access to timely immunizations. The Health Department offers regularly scheduled pediatric immunization services and periodic special immunization clinics. On an annual basis, more than 52,000 pediatric immunizations and nearly 11,000 adult and pediatric flu vaccine doses are administered through this program. In addition, the Department coordinates the Long Beach Immunization Task Force and administers subcontracts for state funding to community-based organizations and clinics to provide immunizations, outreach and education.

Healthy Families/Medi-Cal Outreach

The Department acts as the lead agency for a community collaboration in conjunction with Long Beach Unified School District and five collaborative partners, The Children’s Clinic, Cambodian Association of America, Families in Good Health, Westside Neighborhood Clinic, and Guam Communications Network, to provide a citywide outreach campaign that informs low-income families



about low and no cost health insurance options. Annually, outreach and education about Medi-Cal, Healthy Families, and other insurance programs are provided to more than 10,000 individuals annually. Application assistance is provided to more than 2,700 women and children annually. Staff provides troubleshooting assistance and case management to help families use and maintain their insurance coverage.

Childhood Lead Poisoning Prevention Program (CLPPP)

This Health Department program focuses on case management of children with elevated blood lead levels as defined by the State, and it provides community outreach regarding lead poisoning prevention and the hazards of lead poisoning and lead sources. Health education presentations are provided at community events and meetings. Health education materials about lead poisoning prevention are provided to individuals, the public, and health care providers.

Public Health Nurses (PHNs) case manage children who are referred to the program by laboratories, health care providers, other health jurisdictions, including the State of California Department of Health Services (DHS) Childhood Lead Poisoning Prevention Branch. Case management services include: an interview, lead prevention and nutrition education by PHNs with the parents. The PHNs encourage the parents to conduct medical follow-up for children who have lead poisoning. A Registered Environmental



Health Specialist provides an environmental inspection including on-site testing and specimen collection for possible sources of lead for testing by the Health Department Public Health Laboratory. The PHNs also provide outreach and education to parents of children with lower lead levels and to adults who have elevated lead levels.

Family Planning Clinic

This clinic is a part of the State of California's Family Planning, Access, Care and Treatment Program (F-PACT) and provides comprehensive family planning services for low-income men and women. Services include counseling and education, contraceptive supplies, laboratory testing and follow up. Annually, nearly 3,000 visits are made to the Family Planning Clinic. F-PACT services are also offered in the Health Department's Preventive Health Clinic.

Oral Health Services

The Health Department "Smile Bright" Dental Disease Prevention Program is a comprehensive state-funded school-based program that provides classroom dental education to teachers, students, and parents by promoting the oral health activities of proper flossing and brushing. Approximately 5,600 students from five local Long Beach Unified School District (LBUSD) schools participate in this program annually. The program staff also coordinates a school based dental sealant program in collaboration with LBUSD Barton Elementary School. The program has expanded this sealant service to Roosevelt Elementary School

through a grant funded by the L.A. Care Community Health Investment Fund 2003 Oral Health Initiative. This grant has enabled the program to double its activities.

Public Health Nursing Field Services

Public Health Nurses (PHNs) provide professional assessment and case management through home visitation services to vulnerable, high-risk clients and their families. Referrals are received from health and social services providers throughout the community for the PHNs to conduct assessment and follow-up activities in areas of communicable disease, maternal, infant and child health, family systems support, child abuse, domestic violence, mental health, frail elderly health and well being, environmental instability, childhood lead poisoning, and Sudden Infant Death Syndrome (SIDS). The PHNs work to achieve the goals of prevention of illness and the attainment of optimum health by helping families to determine their health needs and to understand the significance of their health problems. PHNs also assist their clients by helping them to plan to meet health care needs, by teaching them positive health practices and by promoting utilization of community resources. Nearly 5,000 field visits are made by the PHNs each year. PHNs also provide community outreach through health education presentations. Public Health Nursing specialties include: SIDS Coordinator, Childhood Lead Poisoning Prevention Coordinator, and a Bioterrorism Public Health Nurse Specialist. Public Health Field Nurses are also a part of the City's Code Enforcement Program, Clean Streets Program, and the Hate Crime Response Team.

Prenatal Clinic

This clinic is a part of the State of California's Comprehensive Perinatal Services Program (CPSP) and provides more than 5,000 clinical visits annually for comprehensive prenatal and obstetrical care to more than 400 low-income pregnant women during the term of their pregnancy. Individual needs of the clients are assessed. They are also provided extensive psycho-social and nutrition counseling, as well as individual and group health education.

Health Services for Older Adults

Health services for the older adults are offered by the Health Department at a senior health clinic located at the Long Beach Senior Center. Health assessments, health screening, risk reduction, and referral services are provided by a Health Department nurse at the senior health clinic. The clinic also maintains a cooperative agreement with California State University

of Long Beach Nursing Program for student nurses to assist with the physical exams, including pelvic and prostate exams. Residents from the Medical Resident Teaching Service at Long Beach Memorial Medical Center also assist once a month by providing physical exams at the clinic. Other services at the clinic include screenings by a podiatrist, an audiologist, and an ophthalmologist. Referrals are made for continued care at local health providers. In addition to the senior health clinic, a mobile nurse visits various senior sites each morning throughout the city to provide screening services to older adults. Annually, more than 7,400 seniors access services through Health Department health services for older adults.

Senior Links

Senior Links began as a pilot program funded by a grant from the local Long Beach based Archstone Foundation in 1998. This exceptional program provides short-term case management to frail seniors who live in Long Beach. A Social Worker and Public Health Nurse work as a team to link the senior to community resources, which include home delivered meals, homemaker services, medical management, and social services. The goal of the program is to stabilize clients in their homes, enabling them to live in safe and healthy environments or to find suitable alternative housing for clients with deteriorating physical conditions. The average length of case management is six months. More than 300 patients have been case managed by the Senior Links Program since its inception. Senior Links also provides telephone information and assistance to more than



3,000 seniors, providers and families of seniors.

Travel Clinic

Travel immunizations are provided on a fee-for-service basis to community persons traveling to foreign countries where certain immunizations may be required or recommended by the Centers for Disease Control and Prevention (CDC) for prevention of diseases such as typhoid, yellow fever, hepatitis A and B, meningitis, Japanese encephalitis, cholera, measles, polio, and malaria. The Travel Nurse reviews the itinerary of the traveler and based on the country, length of stay, and remoteness of the area visited, recommends and provides the necessary immunizations. Annually, more than 2,300 clients are immunized prior to travel to Africa, Asia, and South America.

Multi-Service Center (MSC) Health Clinic

The Multi-Service Center (MSC) Health Clinic provides collaborative medical services to more than 400 homeless adults and children that are case managed at the MSC. The Children's Clinic provides immunizations and exams to children placed in the MSC's day care program. Adults needing medical treatment are screened by the Public Health Nurse (PHN) and, when necessary, provided transportation to the Westside Neighborhood Clinic for treatment. The MSC Clinic's staff also provides health education and community outreach. The PHN accompanies homeless outreach team in assessing homeless persons on the streets.

Communicable Disease Control

The Health Department maintains a number of programs through the Bureau of Public Health that treat and prevent the spread of communicable diseases in the community. These operational programs include the following:

Tuberculosis (TB) Control Program

The TB Control Program provides surveillance, screening, examinations, diagnosis, treatment that includes Directly Observed Therapy (DOT) and follow-up services. As many as 50 high-risk patients are receiving DOT which includes daily doses of medication delivered to their home, school, worksite, or other location, to ensure compliance with completion of treatment. TB skin tests are provided on a walk-in basis and are included as part of the health screening offered in a variety of clinical settings such as CHDP, Prenatal, Early Intervention Program (EIP), and Immunization clinics. Treatment and management

of patients with TB are core public health priorities. Incentives like hotel vouchers, certificates for food and clothing are provided to some patients to ensure compliance. Preventive chemotherapy is offered to patients with TB infection. Contact investigation and epidemiological follow-up are included in control efforts. Community education and outreach are provided for population groups who are at risk of developing TB. Annually, more than 25,000 TB-related clinic visits are provided. Staff also provides training to providers for accurate TB skin test placement and interpretation.

Other Communicable Diseases

The DHHS Communicable Disease Clinic provides surveillance, diagnosis and treatment of communicable diseases. Services include treatment for head lice, scabies, parasitic infections, diagnosis of rash related illness, prophylaxis for contacts to hepatitis, measles, and meningitis. Approximately 150 persons are treated at the Communicable Disease Clinic annually.

Perinatal Hepatitis B Prevention Program

This Health Department program provides case management services to the newborns and families of women who are identified during their pregnancy to be Hepatitis B carriers. The primary goal of the program is prevention of perinatal transmission of Hepatitis B and prevention of household transmission. Screening and immunization services are provided by nurses and clinicians to newborns and all household contacts.

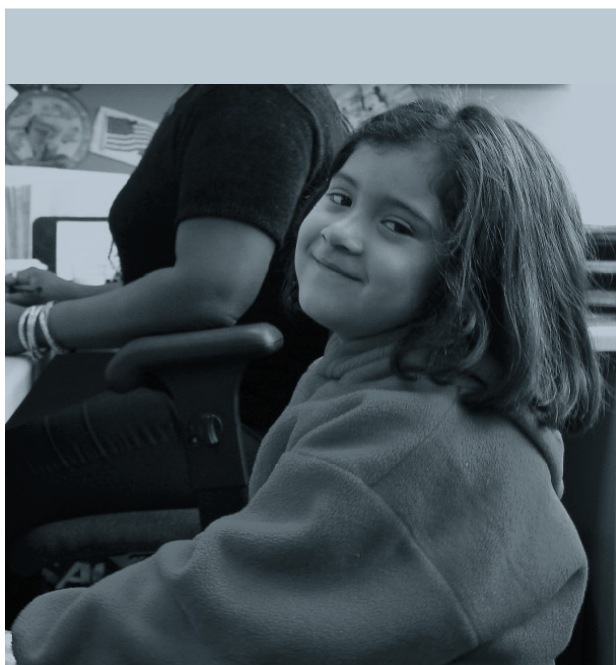
NUTRITION SERVICES DIVISION

The Health Department Nutrition Services Division manages and operates programs that emphasize family and community-wide health promotion and disease prevention through nutrition care for women, infants and children in a variety of settings within the Health Department and the community. Programs are available for both the adult and pediatric populations. Services include nutrition education, counseling for individuals and groups, breastfeeding education and support, monthly food vouchers, and various types of community outreach. Supplemental nutritious foods and nutrition education are provided through the citywide federally funded Women, Infants and Children (WIC) Program. WIC serves low-income pregnant and post-partum women, infants and young children up to 5-years of age who are at nutritional risk. Participants are encouraged to have regular health screenings and are given referrals to health, community, and social services resources. The six WIC

Program sites throughout the city provide these services and issue more than 30,525 food vouchers monthly to eligible families. The WIC Program contributes more than \$30 million to the Long Beach local economy through the redemption of these WIC food vouchers.

HEALTH PROMOTION

The Health Department Health Promotion staff provides comprehensive health and wellness promotion and chronic disease prevention and education services to the general community, multi-cultural and special target populations such as youth, pregnant women, and older adults. Chronic disease prevention and risk reduction education is provided in the areas of tobacco use, physical activity, cardiovascular disease, diabetes, asthma, and obesity through local, state and federal grants. Funding sources have included the State of California Department of Health Services, the Centers for Disease Control and Prevention, Racial and Ethnic Approaches to Community Health Program (REACH 2010), and Los Angeles County Tobacco Master Settlement Agreement (MSA). More than \$4 million in grants have been received since 1989. Health Promotion staff also provides health education, smoking cessation resources and educational materials, presentations at health fairs, workshops, and seminars. Staff conducts health promotion interventions, outreach and community mobilization campaigns, administer surveys, provides technical assistance to community based organizations, the





comprised of concerned citizens, youth, health professionals, representatives from major voluntary health agencies, hospitals, and community-based organizations.

PUBLIC HEALTH LABORATORY

The Health Department Public Health Laboratory is certified by state and federal agencies. Clinical testing services are available to public and private sector agencies, community health care providers, physicians groups, HMOs, clinical, and hospital laboratories. The Public Health Laboratory supports the Health Department's programs by conducting more than 70,000 tests annually.

Environmental Health Disease Testing Services

The Health Department laboratory provides diagnostic testing support to all public health functions, including testing of recreational waters, and food samples associated with the Department's Environmental Health public protection activities. The laboratory also participates in a statewide mosquito-borne disease surveillance program. The identification of captured Africanized Honey Bees is also provided. Another major activity is environmental lead testing that supports the Health Department Housing and Urban Development (HUD) Lead Reduction and Control Program. National and state accreditation for lead testing proficiency allows the laboratory to provide testing to other agencies. In addition, blood lead testing is conducted for the Health Department HUD, CHDP, and MCH programs.

Other Testing Services - Sexually Transmitted Diseases (STDs) and TB

The Health Department laboratory plays a critical role in meeting the needs of targeted populations in the Prenatal and Family Planning Clinics. This includes testing for HIV/AIDS, STDs, and TB. Increased support for the Early Intervention Project (EIP) and AIDS Clinic includes testing for CD4/CD8 cells and HIV-1 quantitative RNA levels. The laboratory is involved in special studies relating to STD diagnoses as markers for changes in sexual behaviors, to drug susceptibilities in gonococcal disease and to HIV and Chlamydia prevalence. The laboratory uses state-of-the-art amplified molecular technologies, which provide the most accurate and sensitive test procedures to detect disease agents. Current molecular tests include those for chlamydia, gonorrhea, hepatitis C, and the quantitative test for HIV-1. Direct amplified tests for hepatitis and

general public, and target populations. Approximately 8,000 –10,000 people receive educational materials and/or services annually. Health Promotion also advocates for health policy issues that are aimed at reducing health disparities and improving community health outcomes.

Tobacco Education Program (TEP)

The Tobacco Education Program (TEP) has received funding from the California Department of Health Services Tobacco Control Section since 1989 through the Proposition 99 cigarette tax. The Health Department is a Local Lead Agency for the development, implementation, and evaluation of a Comprehensive Tobacco Control and Education Plan for the City of Long Beach. TEP staff monitors the City's smoking complaint protocol for the Long Beach Smoking Ordinance and the California Smoke Free Workplace Law, California Labor Code 6404.5. TEP works with the Long Beach Police Department to prevent youth under the age of 18 from using tobacco products as prohibited by California Penal Code 308. Also in the City of Long Beach, there is no smoking allowed within 25 feet of all public playgrounds and tot lot sandboxes.

TEP staffs the "Coalition for a Smoke-Free Long Beach" a comprehensive volunteer community advisory group. The Coalition advocates for policies, services, and programs to protect the community, especially children and families, from the harmful effects of tobacco use and second hand smoke. The Coalition reflects the diversity of Long Beach and is

tuberculosis are pending. In addition, the laboratory provides state-of-the-art diagnostic services for rapid TB detection, identification, and susceptibility testing.

Other Areas of Testing Services

National and statewide attention that now focuses on potential bioterrorism events has mandated roles for the Health Department for local and the laboratory to participate and collaborate with public safety groups. The potential need for rapid detection of certain disease agents is being addressed within the lab's federal funding for education and on-the-bench training for laboratorians. The laboratory's potential to use molecular technologies will be advantageous in these instances.

SPECIAL PROJECTS

The Manager of Bureau of Public Health works with the Bureau's Officers, Program Coordinators, Fiscal and Programmatic Administrative Analysts and a team of Public Health Associates to research and plan resource and program development for special projects, produce cost and programmatic reports, create new revenue sources and grant applications, implement programs, and conduct contracts management for collaborative partnership grant funded programs. Some of these special programs and collaboratives include:

First 5 California Long Beach Collaborative

This Health Department collaborative program conducts outreach to local parents and families by providing California Children and Families Commission messages and information that include Health topics such as Prenatal Care, Substance Abuse, Breastfeeding, Oral Health, Family Literacy, Parent Education, Injury Prevention/Child Safety, and Early Childhood Development. The target audience includes diverse populations of children ages 0-5, parents, expectant parents, single parents, foster parents, homeless parents, low income families, new immigrants, teen parents, and child care providers. The Health Department is the lead agency for the First 5 collaborative partnership of community agencies that includes The Children's Clinic, Miller Children's Hospital, Families in Good Health, Centro CHA, Federation of Filipino American Associations, Long Beach City College Women's Resource Center, Guam Communications Network, and LBUSD Head Start. The collaborative program conducted outreach to more than 40,000 parents and caregivers of children age 0-5 years during the program's 20 months of funding.



California Nutrition Network for Healthy Active Families Program

This program is funded by the United States Department of Agriculture and administered by the California State Department of Health Services, Cancer Prevention, and Nutrition Section. This program provides outreach to food stamp eligible families and provides Nutrition Education while focusing the importance of the consumption of 5-9 fruits and vegetables a day and informs persons about risks of the chronic disease associated with being obese and unfit. This program also promotes physical activity and participation in USDA food assistance programs. The program's goals are accomplished through nutrition health education classes that use the "5 A Day" Campaign and the Eat Smart, Play Hard curriculums. A social marketing campaign also is utilized that incorporates participation at health fairs and community events. This program will also host an annual nutrition and physical activity event.

MILLER FAMILY HEALTH EDUCATION CENTER

The Miller Family Health Education Center (MFHEC) is a unique 13,000 square foot facility created in response to the community's identification of multicultural health issues, as a top priority of community needs in Long Beach. The Center strengthens the Health Department's leadership role in reducing disparities in health status across diverse communities through culturally appropriate programming, provider education, capacity building and community-driven programming at the MFHEC.

The MFHEC, site of the former Kaiser Permanente Cherry Avenue clinic, is a landmark health education center dedicated to providing health education and health promotion services in a culturally and linguistically appropriate manner. The renovation and establishment of the MFHEC have been accomplished through the generous support and partnership of Kaiser Foundation Health Plan Inc., the Earl B. and Loraine H. Miller Foundation, The California Endowment, the Boeing Company, the Center for Land Management and the City of Long Beach.

The mission of the Miller Family Health Education Center is to provide a vital learning environment that promotes a healthy community through health education, health promotion, leadership development and collaboration with the Long Beach community. Programs conducted at the Center build awareness, foster knowledge and leadership for healthier behaviors.

The MFHEC provides an array of services and programs including health insurance counseling and application assistance, health promotion and education services, outreach and community support to promote pediatric preventive services for low-income children, adolescent health education, chronic disease management education, family services, and a resource center for community health education and promotion. The heart of the Miller Family Health Education Center is the Multicultural Pavilion, a state-of-the-art meeting and training center featuring simultaneous translation equipment and services. The Pavilion is designed to support health education sessions for area residents and health professionals.

The Miller Family Health Education Center exemplifies the Health Department's vision in the field of public health and its commitment to meeting the community's health and human services needs.



Physician Services, under the direction of the City Health Officer, ensures adequate physician services and consultations to the various clinics of public health, maternal-child health, communicable disease and sexually transmitted disease. It provides clinical oversight in the areas of communicable disease surveillance, epidemiological investigations and environmental health exposures.

PHYSICIAN SERVICES

The City Health Officer has direct supervisory responsibility for physician services and statutory authority for ensuring compliance with public health provisions of the Health and Safety Code, specifically related to communicable disease control and bioterrorism response.

Physician Services administers medical services to inmates in the City jail facility, under the In-Custody Police Medical Program. Approximately 10,000 jail inmates are examined each year to maintain their health and to prevent illness or other health complications during their short-term in-custody stay. The Sexual Assault Response Team (SART) Program is a second Police Medical program administered by Physician Services. This program has the mission to ensure timely emergency evaluations and treatments for victims of sexual assaults and to collect forensic specimens, which are required to successfully prosecute the assailant.

OCCUPATIONAL HEALTH PROGRAM

This program provides pre-employment medical screenings, industrial injury treatment and disability determination for the employees of the City of Long Beach. Occupational Health also offers services to City employees, such as injury reduction in collaboration with the City Safety Officer. Annually, this program conducts approximately 1,100 pre-employment physicals and provides approximately 8,500 industrial injury visits and miscellaneous procedures such as vision and hearing testing, immunizations, physical therapy, and drug/alcohol testing.



The Bureau of Preventive Health provides sexually transmitted disease (STD) treatment, HIV/AIDS early intervention services, HIV/AIDS and sexual health education and training programs, teen pregnancy prevention programs, monitoring and reporting of communicable disease, birth and death registration, field epidemiology services and community based health improvement programs. The Bureau also coordinates HIV and STD prevention and care planning efforts for the city.

PREVENTIVE HEALTH

PREVENTIVE HEALTH CLINICAL SERVICES

Preventive Health Clinic

The Preventive Health Clinic works to reduce the incidence of STDs and HIV through comprehensive diagnosis, treatment, contact investigation, and prevention activities. A diverse staff including of health care professionals including: physicians, nurses, medical assistants, and counselors provide confidential assistance to clients.

STD and HIV Mobile Testing Services (Beach Mobile)

The Beach Mobile provides STD and HIV clinical services, education, and outreach in the community utilizing a fully equipped mobile clinic unit. Health Department STD/HIV Clinic staff the mobile clinic. Since 1995, the mobile clinic has provided screening services for HIV/AIDS and STDs to thousands of Long Beach residents.

HIV Testing

Anonymous and confidential HIV antibody testing is available to the community through the Preventive Health Clinic and the Beach Mobile. The Health Department also subcontracts with ONE in Long Beach, Inc. to provide anonymous HIV testing and counseling in the community. Risk assessment counseling and disclosure counseling are provided to clients as part of the test. This program is funded by a grant from the State of California Department of Health Services/Office of AIDS.

HIV/AIDS Early Intervention Program (EIP)

This program provides services to HIV positive and AIDS diagnosed clients to help manage their HIV/AIDS infections to delay the progression of the disease and support health maintenance and HIV risk reduction efforts. Services include medical management for HIV/AIDS, HIV/AIDS health education and risk reduction consultation, psychosocial assessment, and case management and services are provided regardless of ability to pay. Funding for these services are provided by a grants from the State of California, Department of Health Services/Office of AIDS and by Ryan White CARE Act Title I grants provided by the County of Los Angeles Department of Health Services/AIDS Programs and Policy.

HIV/AIDS Case Management

HIV/AIDS case management services are provided to HIV infected and AIDS diagnosed residents in the Long Beach area. After initial screening and a personal needs assessment, clients are provided with ongoing information, referral, and direct linkage to a wide array of community HIV services including: housing assistance, transportation assistance, information and counseling on benefits for people with HIV/AIDS, mental health services and food bank services.

Case managers provide the services for both Health Department clients, as well as clients residing in local area housing programs.

A Ryan White CARE Act Title I grant awarded by the County of Los Angeles Department of Health Services/AIDS Programs and Policy provides funding for these case management services.

AIDS Drug Assistance Program (ADAP)

This program provides HIV medications to qualified applicants. Medications may be free of charge or provided at a reduced rate depending on the applicant eligibility. Eligibility criteria include a demonstrated financial need and/or absence of private or Medi-Cal health insurance. ADAP is coordinated through the EIP and drugs are dispensed through local pharmacies.

Funding for the AIDS Drug Assistance Program is provided through the State of California Department of Health Services/Office of AIDS.

PREVENTIVE HEALTH EDUCATION AND PREVENTION SERVICES

HIV/AIDS Education and Prevention Program

HIV/AIDS education and prevention services are provided to at-risk populations in Long Beach, including adolescents in high schools. Special programs have been designed to target specific populations as well, including Project OSITA - Our Sisters Increasing Their AIDS Awareness for at-risk Latino youth; and Nosotros, an HIV education and prevention program designed for young Latino men. Services are also provided to the general public on the basis of need. Services include outreach activities, community presentations, population-specific risk reduction sessions, and peer-directed risk reduction programs. The Health Department subcontracts with various local agencies in Long Beach to assist in providing prevention services for drug users, homosexual, bisexual young men, and HIV-positive individuals. The Health Department operates a Youth Drop-in Center located at 350 Long Beach Boulevard to provide a safe location for teens to talk about safe sex and teen pregnancy prevention with peers their own age.

The HIV/AIDS Education and Prevention Program is funded through grants from the State of California Department of Health Services/Office of AIDS and the County of Los Angeles Department of Health Services/AIDS Programs and Policy.

Court referred HIV education classes are provided the last Tuesday of each month.



The Men Achieving Goals in Communities (MAGIC) Program

The MAGIC Program is a male involvement program that focuses on preventing teen pregnancy and promoting responsible fatherhood. The program consists of a variety of workshop sessions including fatherhood, manhood, reproductive anatomy, birth control methods, sexually transmitted disease, media influence, community resources, and job skills, concentrating primarily on young men of color between the ages of 16-24. This program is funded through the State of California Department of Health Services, Office of Family Planning.

Community Challenge Grant Program

The Community Challenge Grant Program is an information, education, and prevention program funded by a grant from the State of California Department of Health Services. The goals of the program are to reduce the number of teenage and single mother pregnancies, and to promote responsible parenting among pregnant/parenting teens and parents of sexually active adolescents in Long Beach.



Peer Advocates Teaching Healthier Solutions (PATHS)

The PATHS Project consists of 12 trained student educators, who facilitate the Life Skills Training Program and refer at-risk teens to appropriate services. A network of agencies provide the following services: the Outreach/Media Campaign, parenting classes, Job Training, placement, and referral service.

Community Health Action Project (CHAP)

CHAP is an STD prevention program aimed at reducing the number of Long Beach adolescents who become infected with STD's each year, specifically chlamydia and gonorrhea. The CHAP Working Group is responsible for planning and implementing prevention efforts, and is composed of Health Department staff, youth, community members, and staff from local agencies. This program is funded by the State of California Department of Health Services STD Control Branch.

STD Community Intervention Project (SCIP)

SCIP is a statewide program aimed at building the capacity of community agencies to integrate STD information into their programs and services. Through SCIP, agencies may receive training and technical assistance from the Health Department and the California STD/HIV Prevention Training Center. This project is funded by the State of California STD Control Branch.

EPIDEMIOLOGY

Vital Records Program

The Vital Records Program is responsible for processing birth, fetal death, and death certificates for births and deaths occurring in the City of Long Beach. The Public Health Registrars review records for accuracy and completeness, enter records into the State's Automated Vital Statistics Systems (AVSS), and complete registration. Original certificates are filed with the California Office of Vital Records and Statistics and official copies are prepared as a local record of births and deaths. Certified copies of records for the current year and the previous year can be issued by the Health Department and assistance is provided when amendment of records is necessary. Vital Statistics data are prepared by the Epidemiologist Supervisor and utilized in planning and evaluating local public health programs.

Communicable Disease Control Program

The Communicable Disease (CD) Control Program is responsible for the surveillance of all reportable communicable diseases (Title 17, California Code of Regulations, Section 2500 and Section 2505) in the City. Depending on the nature of the disease and the circumstances of the case or outbreak, CD Control staff will confirm the diagnosis, make an investigation to determine the sources of the infection, and take appropriate steps to prevent or control the spread of the disease. Weekly morbidity reports are generated to the State Department of Health Services, while quarterly and annual reports are generated for local



public health programs, the health care community and the public.

COMMUNITY PLANNING AND MOBILIZATION

Long Beach Comprehensive HIV Planning Group

In January 1999, the Long Beach HIV CARE Consortium and the Long Beach HIV Prevention Community Planning Committee merged into a single local implementation body known as the Long Beach Comprehensive HIV Planning Group (Planning Group). The Planning Group, comprised of representatives from the Health Department, service providers, advocacy groups, and community members, provides collaborative HIV care and prevention planning for the City of Long Beach. The planning group plays a critical role in identifying and implementing effective interventions aimed at stemming HIV/AIDS in the community.

Coordinated Prevention Network (CPN)

The Service Planning Area (SPA) 8 Coordinated Prevention Network (CPN) seeks to reduce the disparities in health outcomes among communities of color and men who have sex with men, by increasing access to and utilization of services. The goal of the CPN is to improve the health status of populations disproportionately affected by HIV and the co-morbidities most closely associated with HIV/AIDS including; Sexually Transmitted Diseases (STD),

Tuberculosis (TB) and Substance Abuse (SA). The CPN program consists of community agencies throughout the South Bay Area, SPA 8, with the ability to provide assessment and testing for HIV, TB, STD, and SA. The CPN creates a single point of entry for coordinated prevention services. This program is supported through funding from the Los Angeles County Department of Health Services, Office of AIDS Programs and Policy.

Partnership for Public Health (PPH)

PPH is a partnership between the Health Department, the Community Partner's Council, The Children's Clinic and the Community Health Council. The primary goal of this partnership is to promote community wellness through increased knowledge of public health and community leadership. This goal is attained through the Health Leadership Training Program (HLT). The HLT is comprised of community members who meet monthly and participate in various public health and leadership trainings and activities, striving to improve their awareness of public health and developing skills to become leaders in health within their own communities.

The Bureau of Environmental Health is responsible for protecting the public's health by preventing diseases, unsanitary conditions, exposure to toxic substances and other environmental hazards. This is accomplished through routine and complaint inspections, enforcement of municipal, state and federal laws and community outreach and education.

Environmental Health staff continually monitors environmental conditions by inspecting restaurants and other food facilities, hazardous waste facilities, multi-unit housing and monitoring recreational water quality.

During their routine activities and through community outreach efforts, Environmental Health staff also provides education to Long Beach residents necessary to understanding the importance of maintaining a safe and healthy environment

ENVIRONMENTAL HEALTH

Food Facility Inspection Program

This program protects the public's health by enforcing local and state food safety regulations. The City currently monitors over 2,000 food facilities, including:

- Restaurants
- Markets
- Bakeries
- School cafeterias
- Hospital cafeterias
- Food carts
- Food trucks (hot/cold)
- Temporary food stands
- Special events

Inspections are conducted on a routine basis in all city food facilities, with complaint-based inspections performed on a case by case basis. A Summary Inspection Report is posted in public view after each routine inspection.

The Food Facility Program is also responsible for complaint inspections of unlicensed food vendors, food facility plan checks and new construction inspections.

Hazardous Materials Program

This program protects the public's health by preventing employee, public and environmental exposure to hazardous materials and chemicals. The Hazardous Waste Specialist performs routine and complaint inspections of hazardous and medical waste generators, oversees hazardous materials site cleanups and responds to emergency incidents. The program is responsible for:

- Emergency response services for chemical spills
- Bioterrorism education and preparation
- Evaluation of illegal drug lab sites for contamination, prior to release of property for occupancy.
- Inspection of garment manufacturing facilities
- Investigation of environmental crimes
- Medical Waste Program
- Noise Control
- Underground storage tanks-site mitigation

A staff member is on call 24 hours a day for emergency response to hazardous materials incidents when requested by the Fire Department.



Housing Inspection Program

This program protects the public's health by identifying housing violations that jeopardize residents' health and safety and by taking appropriate enforcement action to correct them. Housing Inspections are performed to determine compliance with City ordinances pertaining to *maintenance, sanitation, use and occupancy*.

Housing Inspectors make routine and complaint inspections of:

- Multiple dwellings of four or more units
- Hotels, motels, and rooming houses
- Public swimming pools and spas

Housing Inspectors also enhance public awareness and educate residents about steps they can take to improve the cleanliness and safety of their living environment.

Lead Hazard Abatement Program

The Health Department was selected by the U.S. Department of Housing and Urban Development (HUD) to introduce new and innovative methods to reduce and remove lead-based paint hazards in pre-1978 low-to-moderate income apartments and housing units within the City.



The Lead Program:

- Targets housing with potential lead paint problems and makes them lead safe.
- Provides free blood lead screening and testing of at-risk children through age six, and pregnant women living in enrolled housing.
- Provides community education and awareness about lead hazards and prevention of lead poisoning.

Vector Control Program

This program protects the public's health and safety by the routine monitoring and treatment of sites where insects breed and rodents seek shelter. This includes residential, community and industrial sites as well as natural habitats. By monitoring and treating these sites, the Vector Control Program controls the transmission of diseases such as encephalitis, West Nile Virus, rabies and plague.

Vector Control Program services include:

- Africanized honey bee abatement and education
- Mosquito control and surveillance
- Red imported fire ant control and education
- West Nile Virus education
- Provision of free rat bait

The program also provides free public education on controlling insects, rodents and other vermin.

A Vector Control staff member is available 24 hours a day, seven days a week to respond to complaints regarding bee swarms in public places.

Water Quality Program

This program protects the public's health by monitoring the public beaches, marinas and bays in the City. Recreational waters are routinely sampled and tested at 52 sites to ensure that the water is clean, healthy and safe.

If water bacterial levels exceed State of California standards, a warning sign is posted or the beach is closed until bacterial levels drop to a safe number.

Environmental Health staff also routinely inspect businesses for cross connection and ensure that backflow devices throughout the City are tested annually.

Additional services include:

- Water quality complaint investigations
- Monitoring well permits
- Recycled water inspections
- Storm drain protection
- Public swimming pool & spa plan checks

Community Outreach, Education and Training

The Bureau of Environmental Health has an Outreach and Education Program to "Take Environmental Health to the Community". This includes a series of new programs to educate community residents, business providers, and children on environmental health issues. The new programs include:

Community

- Environmental Health-101
- Children's Curriculum in Environmental Health
- Tenant Training Inside the Home
- Hazardous Waste & Pollution Prevention
- Fish Contamination Outreach
- Healthy Homes Housing Promotora Training

Business

- Lead Hazard Program Certification Courses
- Orientation for New Restaurant Owners
- Pollution Prevention Tips for Small to Medium Businesses
- Temporary Event Food Stand Training and Food Safety Seminar
- Training Targeting Professional Licensed Backflow Testers

The Outreach and Education Program also includes: Staff presentations on Environmental Health programs and services at community and business events; distribution of Environmental Health Program brochures in English and Spanish (some materials are also available in Khmer.); a Resource Catalog of all available brochures and handouts.



The Division of Animal Control is responsible for enforcing all Federal, State and local laws concerning ownership and treatment of animals within the City of Long Beach and contract cities. The Division conducts rabies clinics to assist residents in complying with the licensing laws, provides education and public awareness programs concerning responsible pet ownership and spay/neutering. Annually, the Bureau of Animal Control provided over 22,000 service calls and handled more than 26,000 animals.

Animal Control fosters community support and participation through shelter tours, ride-alongs, and educational classes for schools, Girl Scouts, and other community groups. Animal Control Officers are invited to present animal related issues at community safety fairs, career days, and other venues.

ANIMAL CONTROL

Administration/Kennels

The administration/kennel program handles dog licensing and adoption of animals, public relations programs, and the coordination of volunteers.

Field Services

The field services program provides 24-hour field services to impound and rescue vicious, stray or injured animals; and provides emergency treatment to stray injured animals.

Investigations

The investigation program investigates and prosecutes vicious dog complaints, barking dog complaints, animal cruelty and other crimes against animals.



LONG BEACH COMPANION ANIMAL VILLAGE

The Division recently relocated to a new state-of-the-art companion animal care and control village. Thanks to a unique partnership between the City of Long Beach and the spcaLA (Society for the Prevention of Cruelty to Animals of Los Angeles), the residents and animals of Long Beach and contract cities can enjoy each other's company and perhaps, learn from one another.

The spcaLA hired a nationally recognized architect to design and build a friendly and functionally efficient facility that serves as a national model for future animal shelters. The new P.D. Pitchford Companion Animal Village is housed on over 6 acres and offers the animals a healthier and safer environment. Some of the exciting and innovative features of the new P.D. Pitchford Companion Animal Village include an interactive adoption display of adoptable animals, cat colonies with screened porches allowing indoor/outdoor access, state-of-the-art indoor/outdoor kennels for dogs and a multipurpose education center.

The P.D. Pitchford Companion Animal Village provides a warm and welcoming environment for visitors. Community residents and guests can spend time with the animals and learn about the humane treatment and care of these wonderful creatures.

The Bureau of Human/Social Services was created to reflect the City's commitment to addressing the social services and health needs of the community. Services include alcohol and drug rehabilitation services, the Center for Families and Youth, child care services, social services, homeless assistance, and other facility centers which provide community services specific to the demographic make-up of the surroundings.

HUMAN & SOCIAL SERVICES

REHABILITATION SERVICES

The Rehabilitation Services Division provides drug and alcohol treatment, and recovery services to the community through a variety of specialized programs.

Alcohol Community Prevention and Recovery Program (CPRP)

CPRP provides alcohol related services directed toward preventing and reducing alcohol problems among individuals, families, and the general community. This program offers educational assistance to the community through participation in public information programs, offering technical assistance to local social services agencies, and sponsoring awareness-related functions and programs. On an individual basis, the CPRP provides individual and group therapy, family therapy, and self-help meetings. Annually, approximately 9,000 hours of client service are provided.

Anger Management

This is a court-referred program. However, individuals who have been arrested and/or concerned about their behavior in this area are also eligible. Services include initial assessment with 26 weeks of group counseling. Annually, this program enrolls approximately 105 individuals.

Employee Assistance Program (EAP)

EAP provides counseling, referral services, and training to employees of the City of Long Beach and their families. Services include treatment and

evaluation for problems related to job stress, relationship problems, substance abuse, and psychological or emotional problems. EAP provides workshops, consultations, and counseling services to employees and their families. Some specialized services to city departments included assistance in meeting the Department of Transportation guidelines and Prevention of Violence in the Workplace policy as well as crisis intervention. One of our largest special event is the Annual Wellness and Safety Affair, co-sponsored with the City's Safety Office, which provides health and safety information to the city's employees.

Drinking Driver Program (DDP)

This program provides court-mandated education and counseling to persons convicted of driving under the influence for first and multiple offenses. Services offered through this program include alcohol education, group counseling, 12-Step meetings, individual counseling, interventions and referrals. Annually, this program enrolls approximately 600 individuals.

Outpatient Drug Free Program (OPDF)

This program provides outpatient treatment services to drug abusers and their families. The OPDF Program offers a number of services including: individual and group therapy, parenting-skills classes, crisis intervention, urine testing, and 12-Step meetings. Annually, this program provides approximately 5,000 hours of counseling. Priority for treatment is given to DCFS referrals and HIV positive persons.

PC 1000 Deferred Entry Judgment

This program provides court mandated education and counseling to persons convicted of drug related charges, including possession, under the influence. Services offered through this program include education, group counseling, urine testing, and self-help meetings. Annually, this program enrolls approximately 160 individuals.

Students Talking About Resisting Substances (STARS)

STARS is a prevention program seeking to prevent the harmful use of alcohol and other drugs, tobacco and the incidence of violence. The STARS program trains older teens and young adults to serve as peer educators to serve the youth of Long Beach.

The target population is youth ages 10-18 in the greater Long Beach area.

Many youth have benefited from the STARS program through community organization and empowering, information dissemination, education, and skills training.

CENTER FOR FAMILIES AND YOUTH

The mission of the Family Preservation Program and its associate component programs is to empower and enhance family functioning in the community, while ensuring child safety and welfare.

Family Preservation Program (FPP)

The Family Preservation Program provides family support services including In-home visitation to families referred from the Department of Children and Family Services (DCFS) and the Los Angeles County Probation Department. Family Preservation offers a comprehensive, integrated, community based approach to strengthening and preserving families who have experienced previous problems in family functioning characterized by abuse, and/or neglect.

Family Support Program

The Family Support Program provides youth enrichment activities to Long Beach and surrounding Service Planning Area-8 communities. Activities include: Holiday festivals, 3 on 3 Basketball Tournament, Ocean Challenge, Family picnic and trips to LA Dodgers game, Raging Waters, and the Long Beach Aquarium.



Targeted Case Management (TCM)

TCM is the newest program at the Center for Families and Youth. TCM provides in-home case management services to Medical eligible children and adults who are at risk of abuse and unfavorable developmental, behavioral, psychological, or social outcomes.

FACILITIES CENTERS

The Bureau operates three Facility Centers located in the Central, North and West neighborhoods of Long Beach. The Centers operate for the benefit of the surrounding neighborhoods by offering free space to various non-profit organizations that, in turn, provide services to the surrounding community. The Health Department also provides service in the centers through various programs to benefit surrounding community and the city as a whole. The services offered at each of the Centers reflect the demographic makeup of the surrounding community. Some of the services offered include: day care services, youth counseling, alcohol and drug services, family support and counseling and food distribution.

SOCIAL SERVICES

The Social Services Grant Program administers approximately \$450,000 allocated each year by the City of Long Beach to non-profit human service agencies within the city as well as more than \$300,000 in Federal Emergency Shelter Grant money. A variety of services are provided through this program including: senior citizen services, drug and alcohol abuse treatment services, children/youth/family services, family violence/sexual abuse and assault programs, emergency shelter and homeless service programs, health and mental health services, services for persons with disabilities, and gang violence/prevention programs.

EARLY CARE AND EDUCATION

The Child Care Coordinator serves as a liaison to the early care and education community to address the quality, affordability and accessibility of early care and education through planning. As such, the Coordinator convened a Task Force representing the diversity of the Long Beach community to develop *Preparing Long Beach Children for the Future: A Community Plan for Shaping the Early Care and Education System (2003-2008)*. The "Community Plan" will serve as a blueprint for action by the local community to invest in a system-wide approach that promotes nurturing and enriching environments during early childhood and supports lifelong learning skills in children ages' birth to 12.

The Community Plan is organized around three strategic directions: Enhancing Quality, Increasing Capacity, and Developing Resources.

The Child Care Coordinator actively participates in countywide policy and planning, specifically as it relates to legislation and funding opportunities for the City.

HOMELESS SERVICES

The Homeless Coordinator administers the city's homeless services, provides staff support to the Homeless Services Advisory Committee, represents the City on State and County councils and coalitions and interfaces with the community to provide education, information and referrals regarding homeless issues and concerns. Services offered through this program include application for and distribution of Emergency Shelter Grant funding and Continuum of Care Homeless Assistance funds, coordination of the Emergency Winter Shelter Program, coordination of volunteer programs, and technical assistance to homeless service agencies.

Since 1994, the City has received over \$19 Million in Federal Continuum of Care Funds, the majority of which are sub-contracted out to community non-profit agencies.

The Bureau operates the Multi-Service Center (MSC) for the Homeless. The MCS provides a centralized location for individuals who are homeless to receive





case management, counseling, support services, and referrals for housing. This facility is the cornerstone of the City's response to the problems facing individuals who are homeless. There are 14 non-profit agencies co-located at the MSC. Monthly, the MSC provides services to an average of 1,800 homeless adults and families with children.

HOMELESS SERVICES ADVISORY COMMITTEE

The Bureau of Human/Social Services provides staff support to the Homeless Services Advisory Committee.

The Committee was established to accomplish the following:

- To review policies, programs and activities connected with services for homeless persons in the City of Long Beach.
- To submit recommendations to the Mayor and City Council regarding matters involving the homeless population of Long Beach.
- Oversee the Continuum of Care process for coordinated homeless services.
- Oversee the development of a 10-year Strategic Plan to End Homelessness.

HUMAN RELATIONS COMMISSION

The Bureau of Human/Social Services also provides staff support to the Human Relations Commission. The Commission was established to accomplish the following:

- Provide a forum to improve human relations and promote goodwill among individuals, groups and institutions; to maintain civic pride and tranquility, and to enhance and maintain mutual understanding and respect for all citizens of the community.
- Provide the opportunity for residents to promote and encourage positive human relations between all residents, groups and institutions.
- Develop, promote and improve programs for the reduction of tension, conflict, and violence, which may arise from intolerance, prejudice or discrimination, based upon race, religion, nationality, age, gender, sexual orientation, or disability.
- Submit recommendations to the City Council regarding policies and programs to promote goodwill and mutual respect among all people.

The Bureau of Support Services provides services to programs and activities within the Health Department. The Bureau has the responsibility of providing assistance in four primary areas: grants and general accounting and budget preparation, facility maintenance and technology support, staff enhancements and special projects.

SUPPORT SERVICES

Bioterrorism Preparedness

In 1998, the Health Department began drawing up plans to respond to a potential biological incident. With the terrorist events of 2001, and the anthrax releases on the east coast in early 2002, it became apparent that such planning would be critical if public health were to adequately respond to such an incident. In early 2003, the Federal Centers for Disease Control and Prevention established a national grant program for Bioterrorism (BT) Preparedness and Public Health Infrastructure Capacity Building. These funds are provided for a wide range of BT Preparedness public health improvements. Emergency response plans have been developed to bring together many agencies, including law enforcement, health and fire departments, local hospitals, and other local and county agencies to respond to an intentional release of a biological agent.

The Health Department has developed systems for rapid detection and investigation of disease outbreaks that could be the first indication of a biological attack. Early detection of illness and BT agents allow more rapid protection to unexposed population and more specific and effective treatment for those who have contracted the disease. We are training all Health Department staff as well as local hospital staff to recognize early signs and symptoms of biological agents and have frequent training exercises with Police and Fire Departments to enhance our coordination and roles in an emergency event.

Accounting and Budget Preparation

In cooperation with various program staff, Support Services staff is responsible for developing the Health Department's budget each year. The staff is also responsible for the maintenance of more than 60 grants awarded to the department each year. In 1998, grants provided funding for the majority of the

public health budget, with only 2% being provided by City General Fund.

Responsibilities of the staff include both general and grants accounting. General accounting services consist of all non-grant accounting: third party and medical billing, environment health billing, animal control licenses and permits, preventive health death and birth certificates and purchasing. Grant accounting includes maximizing budget and budget line items and complying with reporting requirement by funding agencies. Support Services staff assists in meeting audit requirements and program reporting to Lead State and Federal agencies.

Facility Maintenance and Technical Support

The facility maintenance staff is responsible for 12 Health Department buildings located throughout the City. Staff is responsible for issues regarding heat, air, electricity, and the phone systems.

The Health Department has over 100 different computer software and hardware systems that must be maintained; ensuring that staff has access to computers and the necessary tools for the latest and state of the art public health information and technology available.

Staff Enhancements

Staff Enhancements are periodically provided for Health Department staff such as: the Public Health Leadership Program for selected employees to enhance leadership skills; the Wellness Incentive Program, which provides health information sessions educating staff on healthy lifestyles and alternative health options; the Intern Program for students in the process of receiving their Bachelor's degree or who have recently graduated; and the Fellow Program for those having obtained their Masters degree. Also under the auspices of the Bureau is the coordination of volunteers, senior workers, and youth workers.

DHHS Service Locations

Department of Health and Human Services

Main Facility

2525 Grand Avenue Long Beach, CA 90815
(562) 570-4000

Telecommunication Device for the Deaf (TDD)

(562) 570-4346

Miller Family Health Education Center (FHEC)

3820 Cherry Avenue Long Beach, CA 90807
(562) 570-7987

West Facilities Center

2125 Santa Fe Avenue Long Beach, CA 90810
(562) 570-4450

North Facilities Center

6335 Myrtle Avenue Long Beach, CA 90805
(562) 570-4500

Central Facilities Center

1133 Rhea Avenue Long Beach, CA 90806
(562) 570-4400

Houghton Park Community Center, Meeting Room

6301 Myrtle Avenue Long Beach, CA 90805
(562) 570-4451

Multi-Service Center for the Homeless (MSC)

1301 W. 12th Street Long Beach, CA 90813
(562) 733-1147

Animal Control Bureau

7700 East Spring Street, Long Beach, CA 90808
(562) 570-7387

Senior Center

1150 East 4th Street Long Beach, CA 90802
(562) 570-3531

Centers for Families and Youth (CFY)

6335 Myrtle Avenue Long Beach, CA 90805
(562) 570-3275

Women, Infants and Children Program Information Line

(562) 570-4242

WIC Program Sites (562) 570-4242

Main Health -- 2525 Grand Avenue, Long Beach, CA 90815

West -- 2125 Santa Fe Avenue, Long Beach, CA 90810

North -- 17 East Market Street, Long Beach, CA 90805

St. Mary -- 1043 Elm Street, Suite 401, Long Beach, CA 90813

Artesia -- 3365 East Artesia Blvd., Long Beach, CA 90805

Long Beach Memorial -- 2701 Atlantic Avenue, Long Beach, CA 90806

DEPARTMENT HOTLINES

PUBLIC HEALTH INFO LINE: (562) 570-4499

BEACH WATER QUALITY INFO LINE: (562) 570-4199

MATERNAL CHILD HEALTH ACCESS: (562) 570-4171

CHILD IMMUNIZATION CLINIC: (562) 570-4222

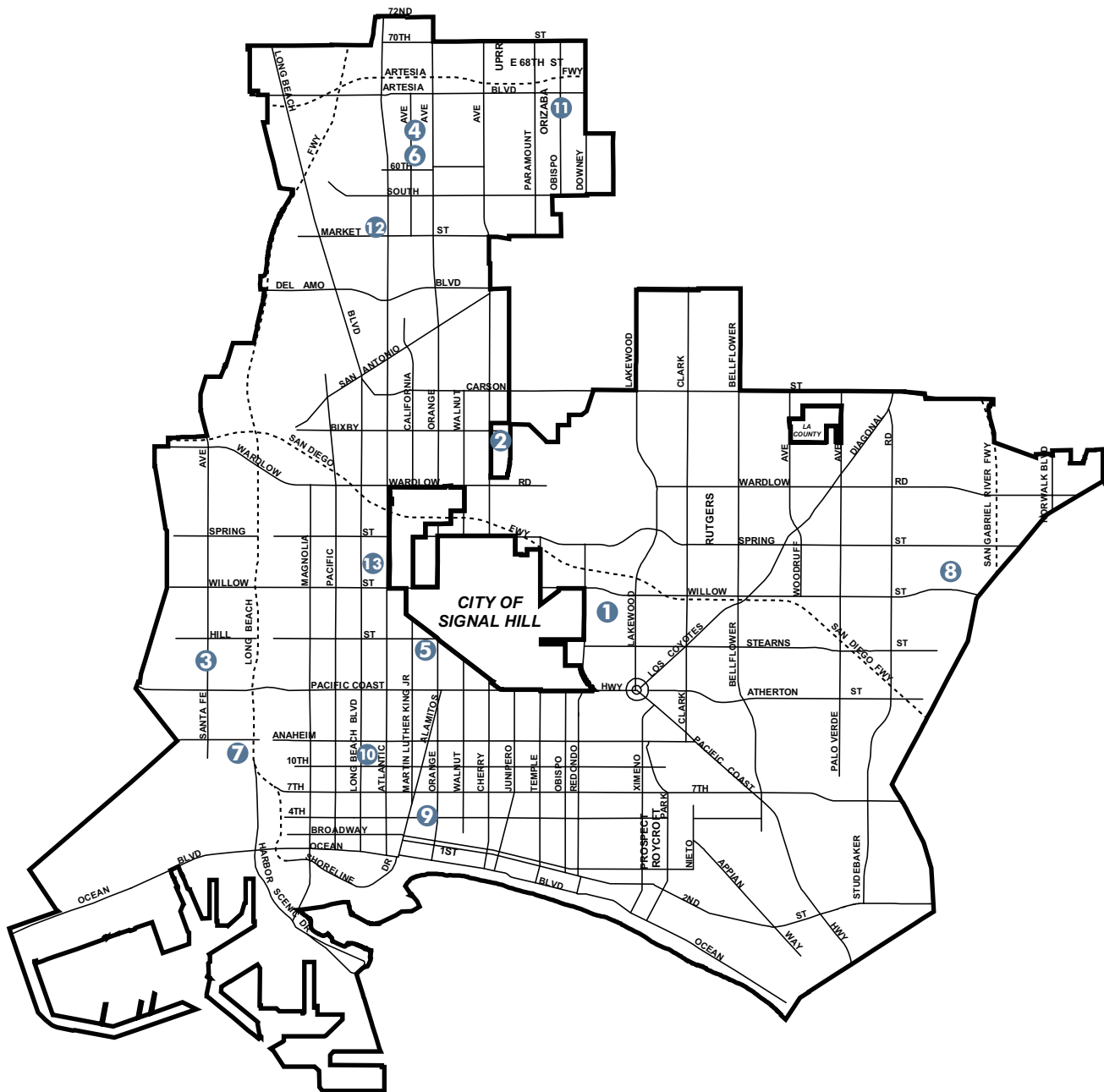
AIDS TESTING INFO: (562) 570-4315

TRAVEL IMMUNIZATION INFORMATION: (562) 570-4222

IMMUNIZATION INFORMATION: (562) 570-SHOT (7468)

ANIMAL CONTROL: (562) 570-7387

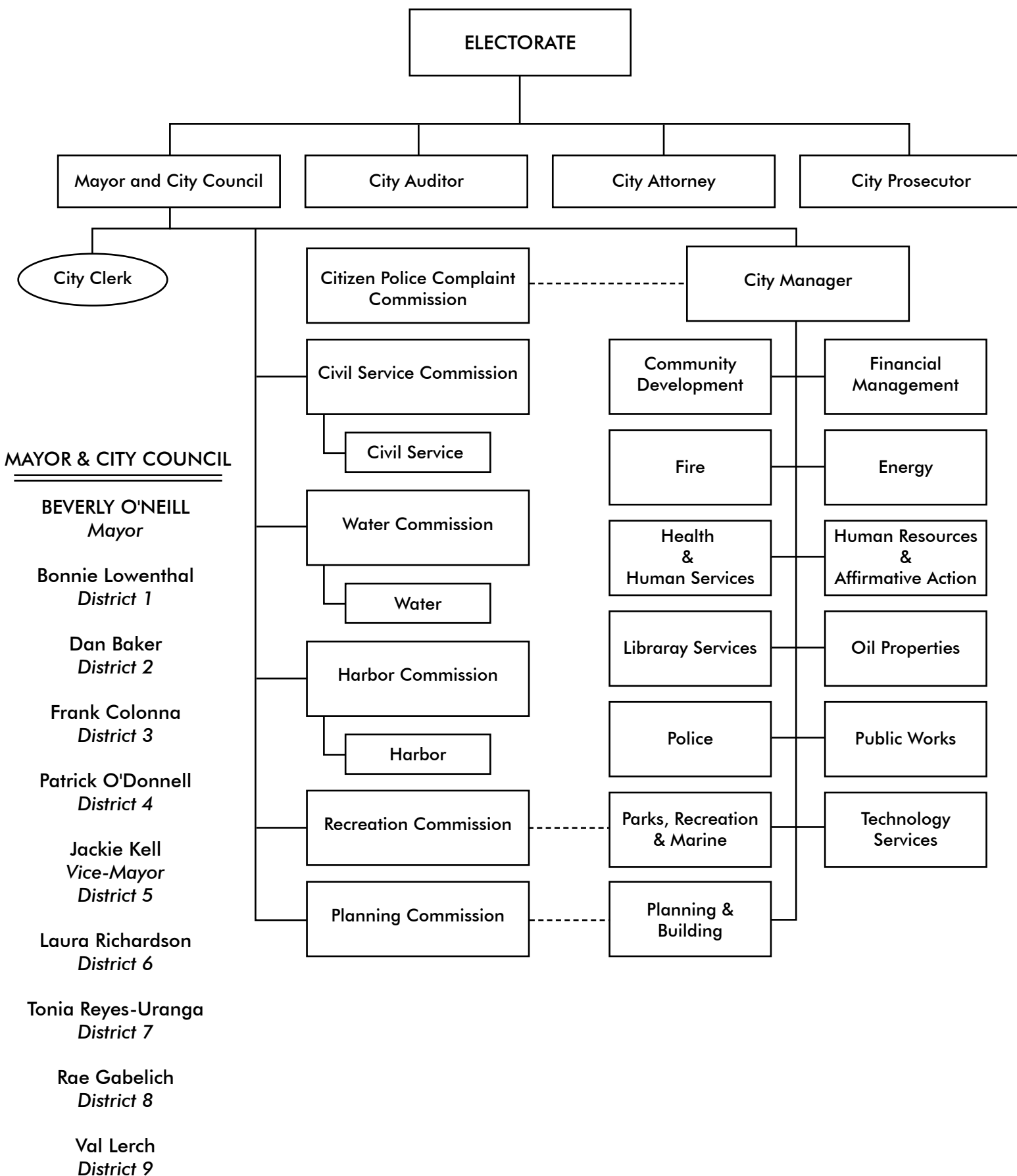
DHHS Service Location Map



1. **Department of Health and Human Services** 2525 Grand Ave, Long Beach, CA 90815
2. **Miller family Health Education Center** 3820 Cherry Ave, Long Beach, CA 90807
3. **West Facilities Center** 2125 Santa Fe Ave, Long Beach, CA 90810
4. **North Facilities Center** 6335 Myrtle Ave, Long Beach, CA 90805
5. **Central Facilities Center** 1133 Rhae Ave, Long Beach, CA 90806
6. **Houghton Park Community Center** 6301 Myrtle Ave, Long Beach, CA 90805
7. **Multi-Service Center for the Homeless** 1301 W 12th St, Long Beach, CA 90813
8. **Long Beach Companion Animal Village** 7700 E Spring St, Long Beach, CA 90808
9. **Senior Center** 1150 E 4th St, Long Beach, CA 90802
10. **St. Mary WIC Site** 1043 Elm St Suite 401, Long Beach, CA 90813
11. **Artesia WIC Site** 3365 E Artesia Blvd, Long Beach, CA 90805
12. **Market WIC Site** 17 E Market St, Long Beach, CA 90805
13. **Long Beach Memorial Medical Center WIC Site** 2701 Atlantic Ave, Long Beach, CA 90806

City of Long Beach

ORGANIZATIONAL CHART







Department of Health
and Human Services

2525 Grand Avenue Long Beach, CA 90805 ■ (562)570-4000 ■ www.longbeach.gov/health

